

Terms and Conditionsⁱ

GENERAL INFORMATION

All turnaround times and costs are estimates only and subject to change. Call or email for current turnaround time estimates. We will call you once your project is complete and ready to be returned to you.

Whenever possible, please contact us via email. Emailing allows us to have a record to refer to in case we need to double check information.

A completed order form must be included for every project. The work order form is available on the website fordsguns.com or you can request one by emailing. Orders without a complete work order will be delayed. Changes to work orders should be made via email whenever possible. Voluntarily changing your order after 30 days of receipt will incur a \$15 fee. Changes may delay or extend your project's turnaround time. Work already performed before order changes will still be billed for.

Some imperfections cannot be removed. This may be because the imperfection is due to metal quality, or because we must preserve the function of the gun. We are unable to remove any serial numbers and manufacturing information and import marks on the frame.

Photos of your firearm may be used for advertising purposes by Ford's unless otherwise specified by the owner of the firearm in writing.

It is the customer's responsibility to know and comply with their state firearm laws. Ford's Custom Plating reserves the right to stop or refuse service at any time. Ford's may update Terms and Conditions at any time.

LIMITED WORK ITEMS

Ford's may require a Release of Liability form for any project deemed necessary and will be supplied to you if needed. Such projects would include top break revolvers, Merwin Hulbert style revolvers, pot metal, and aluminum.

Available finishes for pot metal or other cheap cast parts will be Cerakote or gun paint.

Ford's does not polish or refinish internals. We will clean/remove rust if able. We recommend replacing parts with new finished internals to avoid altering tolerances. Ford's will fit new internals at customer's request. Gunsmithing fees will apply.

We DO work on aluminum however, aluminum is **not** covered under warranty, and outcomes are not guaranteed. Firearms can be made with different grades of aluminum, which affects how well it can be plated or anodized. Each time aluminum is worked on, the integrity of the metal diminishes until the firearm is unsafe to fire. If the aluminum part is in its factory-applied finish when we receive it, we will refinish aluminum twice as long as we deem it in good condition. Black anodizing may turn white, gray, purple, or speckled. Anodizing will only be applied once. A back up finish must be selected prior to anodizing if that finish does not take. **Charges are not contingent on the aesthetic outcome of the finish** and will reflect all work performed on the aluminum.

Pieces that turn plum after bluing will most likely turn plum again. This is due to the composition of the metal. If a part repeatedly turns plum while at Ford's, the customer will be contacted. If a part turns plum after a firearm has been returned to the customer, it may be sent in under warranty; however, the customer will be required to change the finish of the part and charged the difference in cost.

PAYMENT POLICY

We accept all major credit cards, cash, check, online invoice, and money order. Unless otherwise stated, all projects must be paid for in full before shipping.

Any parts orders, wood work, rust blue and browning projects above \$200 may be required to be paid up front.

Engraving projects \$500 or more or projects totalling \$1500 or more require a 20% non-refundable deposit.

Customers who choose to have services performed by Ford's as well as another company will be required to pay for any work performed prior to shipping for outside work not facilitated by Ford's. For example, Ford's is stripping and prepping a gun for engraving, sending it to the engraver, and then doing the final finish. Ford's will charge for the prep work performed and any other relatable fees and shipping. Once the project returns for final coating the remainder of the total price and any other fees will be due.

Pay As You Go (PAYGO) plans are available for estimated charges upon request at no additional fee. Mark the box on the work order to request a Pay As You Go plan. PAYGO Plans will be emailed to you to sign once an estimate is prepared. It is the customer's responsibility to keep credit card information valid and up to date. If a credit card is declined, Ford's will attempt

to contact the customer for updated card information. Declined payments will receive a \$15 fee. PAYGO Plan estimates do not include gunsmithing, welding, soldering, replacement parts, or shipping costs. Changes to your project may incur additional charges that may not be reflected on your PAYGO Plan. Any additional charges must be paid in full before project shipment.

Once a project is complete, we will contact you with the information provided. After 30 days of non-payment, a storage fee of \$1 per day will be added to your total. After a total of 120 days of non-payment, the firearm or parts may be considered forfeited to Ford's Custom Plating. The resale value of the firearm or parts will be applied to the customer's balance. Ford's reserves the right to send any remaining balance to collections. Ford's will make every reasonable attempt to notify you via mail, email, or phone regarding balances due and/or forfeiture. Ford's reserves the right to refuse future services.

Unpaid Invoices will accrue a 10% monthly interest after 30 days of non-payment. After 120 days of non-payment any open invoices may be sent to collections.. Ford's reserves the right to refuse future services.

SHIPPING

FORD'S RECOMMENDS USING UPS OR FEDEX FOR ALL SHIPMENTS. Each shipping company has their own policies regarding firearm shipments. Shipping companies may call or email to request Ford's FFL if needed. **FFLs cannot be given to individuals.**

Please ship your gun to:

Via UPS

Ford's Custom Refinishing
6843 N. Citrus Ave Bldg 6
Crystal River, FL 34428

Via FedEx or USPS

Ford's Custom Refinishing
6843 N. Citrus Ave Unit H
Crystal River, FL 34428

From an Individual:

The ATF requires any person who does not own an Federal Firearms Licence (FFL) use a private courier for Handguns (NOT USPS). Long gun can be shipped with any courier.

Handguns/Frame Only : 2 Day or faster with a signature.
Rifles/Shotguns/Receiver Only : Ground with a signature.

Enclose your completed work order in the package along with parts to be shipped. Once the project is finished and paid for, it will be returned back to the address provided.

You may use ShipMyGun.com to ship a firearm. This program is partnered with UPS to ship firearms. You will be able to select "handgun" or "long gun", search our location using the zip code "34428", and include the amount of insurance you want on your package. Shipping with this service allows us to ship your project back to you directly instead of an FFL.

You may use an FFL to ship. Please ensure that the FFL includes a copy of their license in the package. Return shipping **must** be sent to an FFL for customer pick up. Please be aware of any transfer fees your FFL has to receive a firearm.

From an FFL Dealer:

An FFL Dealer may ship any firearm using any courier, such as, USPS, UPS, or FedEx. A copy of your FFL must be included in the package along with a contact name for questions and payment. The work order must be filled out by whomever is authorized to answer questions and provide payment to Ford's. **If the FFL Dealer is only handling shipping, the owner of the firearm should fill out the work order with their information.**

How To Package Your Firearm:

MAKE SURE THAT YOUR ITEM IS WELL OILED. Firearms that are rusting or have no finish are prone to rust during transport. Put your items in a sealed plastic bag or wrapped thoroughly to keep Florida humidity from damaging your items. It is unnecessary to use a hard case for shipping handguns: this adds additional weight to your package adding additional charges. You may use a soft case for extra padding. Use an ample amount of bubble wrap or paper to fill the extra space in your box. Make sure there is no movement in your box. For Long Guns we recommend removing your wood to make sure it does not become damaged during transport or separating the barrel from the receiver. If you cannot remove your wood prior to shipping, a hard case can provide extra protection during transport. You are required to have a signature on all packages that include a frame or receiver; insurance is optional. If you send in a disassembled firearm or parts, enclose a legible parts list. Ford's is not liable for any missing pieces without a complete parts list.

You are responsible for tracking your package. We will not call you once your package is received. We will call you to go over your work order if we have questions or concerns.

IT IS ILLEGAL TO SHIP AMMO WITH A FIREARM. DO NOT SHIP AMMUNITION WITH YOUR FIREARM. \$50 WILL BE ADDED FOR ANY PACKAGE THAT INCLUDES A FIREARM WITH AMMO.

Return Shipping:

Ford's will not ship any item without confirming with the customer. Full payment is required prior to shipment. Unless otherwise specified, the customer pays shipping to and from Ford's. We assume no liability for material damaged or lost by common or freight carriers once shipments leave our facility. Handling fees may apply.

Parts (No Frame/Receiver) : UPS, FedEx, USPS. Ford's requires Minimum \$100 insurance, additional insurance customer discretion.

Handguns : 2 Day or faster with a signature. Ford's requires Minimum \$300 insurance, additional insurance customer discretion.

Rifles/Shotguns : Ground (UPS, FedEx) with a signature. Ford's requires Minimum \$300 insurance, additional insurance customer discretion.

Receiver/Frame Only is considered a firearm. See above.

PRICING POLICY

All prices are estimates only and subject to change. Estimates do not include return shipping. Return shipping costs vary based on package weight, dimension, insurance value, and destination.

Basic pricing includes: cleaning, blasting, prepping, basic scratch and rust removal, polishing, and finishing.

Disassembly and reassembly is free with refinishing. (Does not apply to AK or SKS style firearms. Other exclusions may apply at Ford's discretion)

Other charges may occur during a refinish. See the Gunsmithing Pricing page.

Most common additional charges:

Aluminum Parts: Any aluminum parts may have additional charges not listed on price sheets.

Stripping current finish.

Pulling Barrels: Firearm barrels that do not come off during routine cleaning, but are required to come off during refinishing for proper polishing or a two-tone finish, or with an aluminum frame.

Oversize Charges may apply to frames, barrels, and cylinders.

Barrel Variations: Long gun barrel with a sight rib; Long gun Octagon Barrel; Handgun Octagon Barrel; Double, Triple, or Quadruple Barrels

Grip Bushing Replacement: New grip bushings to replace grip bushings that cannot be re-installed after removal.

Ramp Insert Front Sights: Ramps that need replacement due to wear or loosening during refinish.

You will be called regarding the following charges before they are incurred, unless otherwise specified in your paperwork:

Condition charge: Excess work needed to remove deep pitting, scratches, or gouges from flat or rounded areas

Filing charge: Filing needed to straighten sharp edges, serrations, or recessed areas.

Engraving charges upon approval: Lettering and logo replacement needed if factory engraving is removed during prep. This may happen if the area around the engraving is pitted or scratched, or if the factory engraving is light or uneven. **By Law, Manufacturer/Importer's Name, Address, and Serial Number CANNOT be removed or reapplied.**

Welding: Filling in very deep pits or gouges. Filing after welding is included in the price.

Repairs (Gunsmithing and Parts): Repairs and installations are charged for parts and gunsmithing hours.

Rush Option: All Rushed projects must be Pre-Approved and Confirmed upon receipt.

ADDITIONAL \$400 PREPAID fee.

Rush options may be available. Call or email FordsCustom@gmail.com to confirm acceptance of Rush Options. If you are approved for a Rush, Ford's will email you an Online Invoice to be paid immediately or you may send a check made out to Ford's Custom Plating clearly labeled RUSH ORDER. Turnaround time is 12 weeks, not including delivery time. Some projects are not eligible for Rush. Such projects include firearms that need welding, soldering, aluminum, nickel stripping,

AK/AR, or any work provided by a third party (including, but not limited to, case coloring, nitre blue, machining, titanium gold, rust blue, browning, wood refinishing). If during the refinishing process Ford's sees your firearm is outside of the approved Rush options, or needs additional work, Ford's will apply the \$400 Rush Fee toward your final bill. If Ford's fails to complete a project that qualifies for a 12 weeks Rush, Ford's will apply \$100 of the Rush Fee towards the final refinish. of your Rush Payment toward your total bill. **Ford's reserves the right to no longer accept Rush services at any time.**

Cancellations are subject to a \$25 service fee, plus charges for return shipping and any work already completed, including any disassembly/reassembly or accrued engraving art time.

Warranty On Refinish

Customers have 30 days to function check their firearm. Further processing or assembly of parts, materials, etc., by buyer or any other party shall void the warranty provided by Ford's. All finishes done in house are covered by a 1-year warranty except the 24-karat Gold finish and finishes on aluminum. 24-karat Gold is a decorative finish and covered under a 7-day inspection period. Gold is a very soft finish, and rubbed off gold is not covered under the 7-day inspection period. **DO NOT RUB GOLD HARD OR AGGRESSIVELY.** All parts should be examined upon receipt. If an area of concern is noted, **CONTACT FORD'S IMMEDIATELY**, preferably via email with clear photos. It is the Customer's responsibility to properly maintain a finish. Normal wear and tear is expected and does not fall under warranty. Mishandling or damage during shipping is not covered under warranty.

There is **NO** warranty by Ford's on work done by other companies or individuals. This includes, but is not limited to, Case Color, Titanium Nitride, Nitre Blue, Rust Bluing, Browning, Welding, Soldering, Machining, Gunsmithing, and Woodwork. Ford's will help facilitate warranty issues with third party companies. Any damage to a finish, occurring during disassembly or reassembly outside of Ford's; outside gunsmithing; finishes with prep work completed outside Ford's; or outside coating, is not covered under warranty.

There is **no** warranty on Aluminum, Pot Metal, cheap cast parts, Top Breaks or Merwin Hulbert style firearms.

What to Do:

1. **DO NOT TRY TO FIX THE ISSUE.** Any work done by you or another person, even if they are a gunsmith, will void the warranty on the refinish. The firearm **must** be returned to Fords in the condition that it was sent to you so that we may diagnose the issue and correct it.
2. Contact Ford's either via phone or email. You must email Ford's clear pictures of the area of concern. This will help let Ford's know if the issue is one that can be fixed or if it is an imperfection in the gun that cannot be removed.
3. We will send you a return label to your email address. Warranty work is to be sent with-in one week of contact with Ford's.
4. Work will be completed as quickly as possible, but there is no guaranteed turnaround time as each circumstance is different.
5. Refunds will only be applied upon Ford's discretion.

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Parts damaged during refinishing will be repaired. If a piece cannot be repaired, it will be replaced with factory original parts when possible, or reproductions parts when factory parts are not available or cost effective. **Please be aware that Ford's is not responsible for replacing parts that are not available.** If a piece becomes available later, please inform Ford's immediately and we will confirm the part. Ford's will then order the part and send you a return shipping label so that the firearm can be returned for part installation under warranty. Parts found outside the 1-year warranty are still covered for warranty installation.

If a frame or receiver that is covered under warranty is **aesthetically damaged** during the refinishing process, repairs cannot be made, and must be returned to the customer in worse condition than when it was sent in, Ford's will do the following: 1) Not charge for the refinish of the frame, 2) Not charge for attempted repairs of the frame, and 3) Issue a gift certificate in the amount discounted.

Ford's will only replace a frame or receiver if it is covered under Ford's warranty, no longer functions properly after refinishing, and cannot be repaired. If a frame needs to be replaced and the customer must register their firearms by law, Ford's will provide any documentation needed. If any fees are incurred, please forward the paperwork to Ford's, or have the government agency contact Ford's for payment. If a replacement frame is not available or the customer chooses not to have it replaced, Ford's will send a check for the trade-in value of the firearm.